Healthwatch Cheshire West

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Healthwatch Cheshire West Enter and View Report	
Enter and View Visit to	**Firdale Road Day Centre, Northwich, Cheshire**
Date	**Monday 3rd April 2017 AT 1.15 p.m.**
Authorised Representatives	**Janet Lomas, Georgina Hulme, Chris Banfi**
Staff Present	**Fiona Gibson – Service Supervisor**

Purpose of the visit

Three Day Centres for people with learning disabilities (LD) were identified across Cheshire West to receive a visit from Authorised Representatives as a specific project. The visits would be unannounced but undertaken in March/April 2017.

The 3 Day Centres were:

- Chester Skills Development Centre, Blacon, Chester
- Coronation Centre, Ellesmere Port
- Firdale Road, Winnington

In addition to the observations and recordings undertaken in Enter and View visits the remit included looking at the **culture and values as expressed by the service provided in their publicity** and did we find, hear or see these when we visited the service.

Firdale Centre - Information Published

Webpage information about LD services -
"Operate providing personalised support to enable people with learning disabilities to maximise their opportunities to engage in social, occupational and educational activities. The services are provided within community venues in order to maximise social inclusion and to reduce isolation. Recognising that people accessing the service will have a wide range of needs and abilities means that the service is flexible and responsive to ensure that it is truly inclusive and continually delivers interesting and stimulating opportunities."
From a recruitment advert-
Aim: To promote independence, choice and control for those people receiving support"
Further website information on Vivo -
"Vivo Care Choices provides a range of flexible and responsive support for people with learning disabilities, autism spectrum conditions and for older people; including people with dementia. Our high quality services will work with you to meet your needs, enabling you to be part of your community and maximising your choice, independence and wellbeing."

The Representatives were looking for:

- Personal support to enable individuals to engage in activities
- Interesting and stimulating opportunities for individuals to experience within the service and community
- People having choice, control and independence
- A flexible and responsive service

What we found:

We saw and heard evidence relating to the information that the service advertises and promotes on its webpage. We spoke to lots of people who told us about their timetables and the sessions that they liked. We saw photos and pictures of the people engaged in many activities that take place. The football, forestry and cinema club are just a few of the many initiatives that take place that we thought were excellent examples of social inclusion, ongoing relationships with friends and the making of new ones.

Highlights from the visit

- A lovely calm atmosphere with plenty of activities and good levels of staff support to enable people to engage fully
- Pictorial timetables available based on need
- We were very impressed by the many varied activities that an individual can choose to participate in and that there was a responsive flexible approach if people wanted to change their timetable
- Good use of the local facilities and transport available for the people to access no matter where the activities were being held

Our Recommendations

The notice board highlighting a piece of work that the staff had done was a little hard to read. Consider font size, display and who is the audience.

Details of the Service

The Firdale Road Daycentre has 80 to 90 people registered at the present time. There are groups and activities running Firdale. Brio in Memorial Court Centre, and St Wilfred's Church Room in Northwich which people can access as part of their individual timetable, staff support the many sessions that are available. People can also access sessions at Meadowbank Lodge centre in Winsford.

The centre is run by Vivo Care Choices and has an open referral system. There is a block contract for places from the local authority and people can self-refer and self-fund for sessions of their choice. The people who attend have a range of needs including physical disabilities, complex care needs, epilepsy, communication, autism, behaviours that challenge and mental health needs.
The centre has had recent work done to improve the personal care room. This includes facilities and equipment to cater for people with more physical disabilities, special chairs (Tilt and Space) have been purchased for use at the centre and one person has their chair transported between centres and wherever it is needed.

There is a spacious kitchen, arts and craft room leading to the patio area. In another area, an I.T. room has tables and room for other activities to take place.
A further activities room was in use during the visit where a session of 'Tac Pac' was being held. There were lots of art/craft work displayed and photos of the people who use the service. There was an impressive arts/collage display on one wall depicting the words 'DREAM, IMAGINE, ASPIRE', which everyone had contributed to when being made.

Our First Impressions

The centre is situated on the road leading to Moss Farm Leisure Centre and is next to a fairly new Medical Centre and Pharmacy. There is a substantial housing development in the area.

The centre had a lovely calm atmosphere but at the same time it was busy with activities being carried out in all but one room. Lots of the people using the service came to say hello to us when we were in the reception area.

There was a lovely smell of cooking on entering the building and some people had made fish pie that morning and had eaten it for their lunch. One lady said 'fish pie was her favourite'.

Environment

The centre was purpose built and has a car park to the front of the property. To the rear there is access to a patio garden area which is well used; it has raised beds, flowers, vegetable patches, pots, garden furniture and a shed. It had a lovely sunny aspect and looks out to the grassed areas of Moss Farm.
The building was very welcoming with a light airy entrance with soft furnishings, sofas, and flower décor. The entrance was uncluttered and there was sign in book. The doors were automatic and had a key pad to enter/exit.
The building was clean and bright with wide corridors for people in wheelchairs and using specialist equipment to access rooms and areas more easily.

Activities and Community Links

Everyone has an individual timetable that is regularly reviewed at six months and formally at twelve months, however, the activities can be changed at any time if the person no longer wants to participate in a certain activity and wants/needs a change.
We were very impressed with the flexibility and getting the timetable right for individuals, no matter how many changes it took. This highlighted to us the importance of and demonstrating a person led approach. Everyone is encouraged to try new activities as opportunities present.
Activities are held at Firdale, Brio Centre in Northwich and St Wilfred's Church Hall. There is a designated room in the Brio Centre which is staffed by the day services. Staff also go to support the St Wilfred's sessions.
Some activities such as Zumba and Yoga are paid sessions and a small payment is required from £1 - £3.
Speakers from health teams attend and talk about Health Promotion. Pat dogs, games, entertainment, boxing and cycling are offered. Cheshire Dance provides sensory sessions for people with more physical disabilities. There are swimming sessions including aqua fit, music, boccia, cooking, baking, snoezelen (sensory room activity), arts and crafts, tac-pac, IT computer work, games and gardening take place at Firdale.

Lostock Boys Club is used as a venue for some activities and there are some links with Cheshire FA for training. Every six weeks they go to Chester for a meet up and tournaments.

An initiative with the Forestry Commission and Rangers was funded initially and several people attend to plant trees, clear woodland, litter pick and putting up posters and spend time with the Rangers. Some sessions have been held at the Centre if the weather was bad and made birdfeeders.
The funding has now run out for this and the fact that the sessions are still ongoing demonstrates the relationship that has developed with the Rangers and everyone wanting the initiative 'Nature for Health' to continue.

There is a small cinema club in Weaverham Community Centre and the local pub put on an event last year for everyone with a buffet, again showing the relationships and community presence that has developed.
Growzone is another local group with allotments, gardening and growing activities.
There are four people who still attend the Dingle Centre in Winsford for a meal and to meet the people they have formed friendships with.
The local college supports sessions on gardening and money skills as part of a rolling programme. There were plants waiting to be potted in the raised beds.
Rebound Therapy is available also at Brio with a new trampoline and hoists available. Individual risk assessments are carried out for health and safety reasons.

Chest and postural care therapies are carried out at the Centre if required as part of a person care routine.

Privacy and Dignity

There was a lovely calm relaxed atmosphere at the centre, it seemed a 'happy' place with everyone appearing cheerful and saying hello.
People came to talk to Fiona and us when we were walking around and welcomed us into their sessions.
People were keen to talk to us and we tried to spend time with as many as possible. Everyone was respectful of each other's space when we were talking to individuals and showed patience and the need for privacy.
Fiona was mindful to protect an individual's name on a timetable she showed us an example of how varied a week can be for people.
The service presents itself as very person centered.
The Centre appeared well staffed and engaged everyone in the activities. The 'Tac Pac' session was clearly enjoyed by the participants and lots of expressions of calm and serenity were seen. ('Tac Pac' is a sensory activities programme using items to stroke, touch, massage individuals and to record the results).

Food and Refreshments

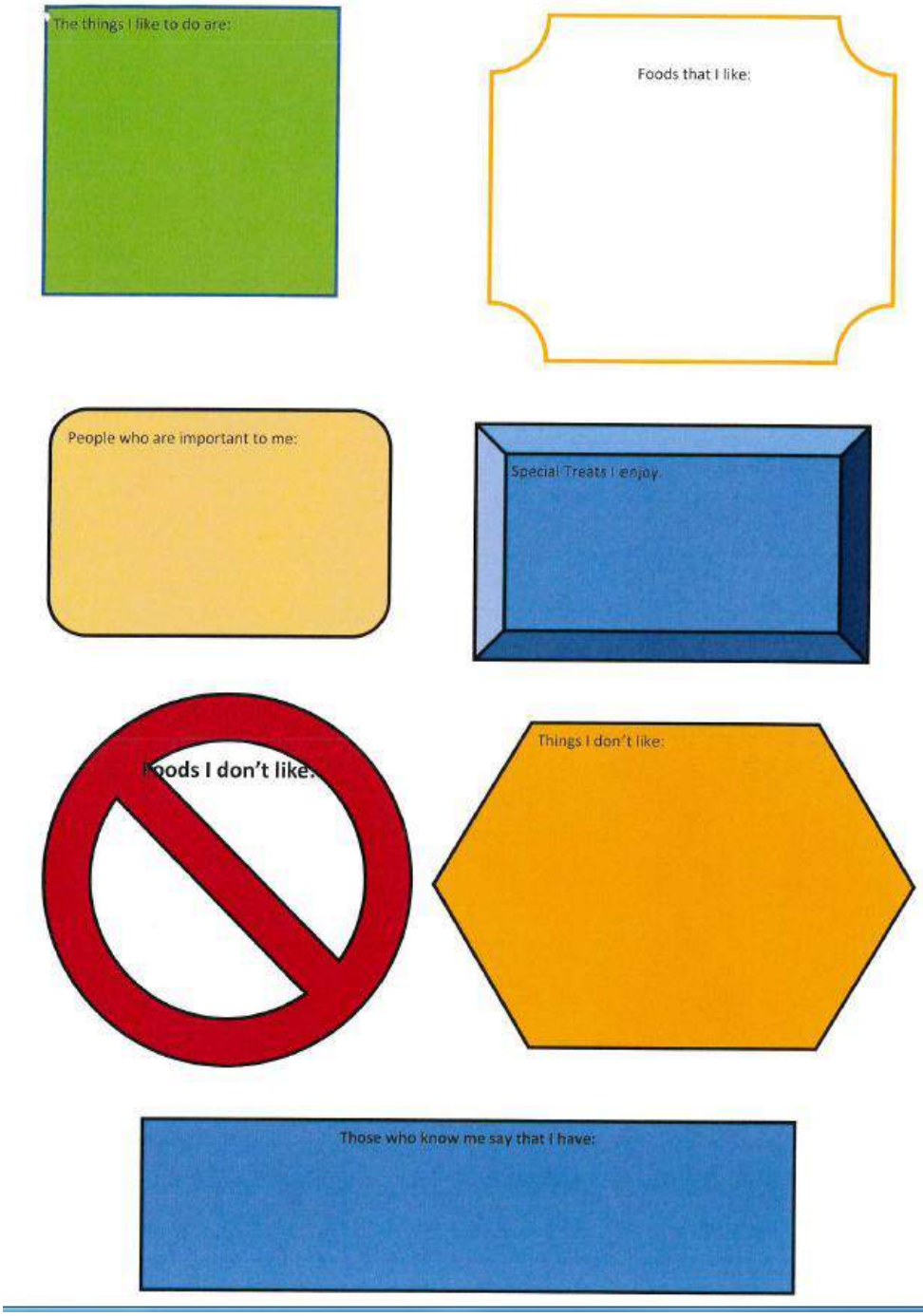
Everyone brings in a packed lunch if attending for the day. If they are cooking in the morning as some did on the day of our visit they may eat this for their meal at the centre.
Drinks are available throughout the day. One lady was observed having a mid-afternoon snack given to her as this was a requirement for her each day.

Feedback from Provider of Service

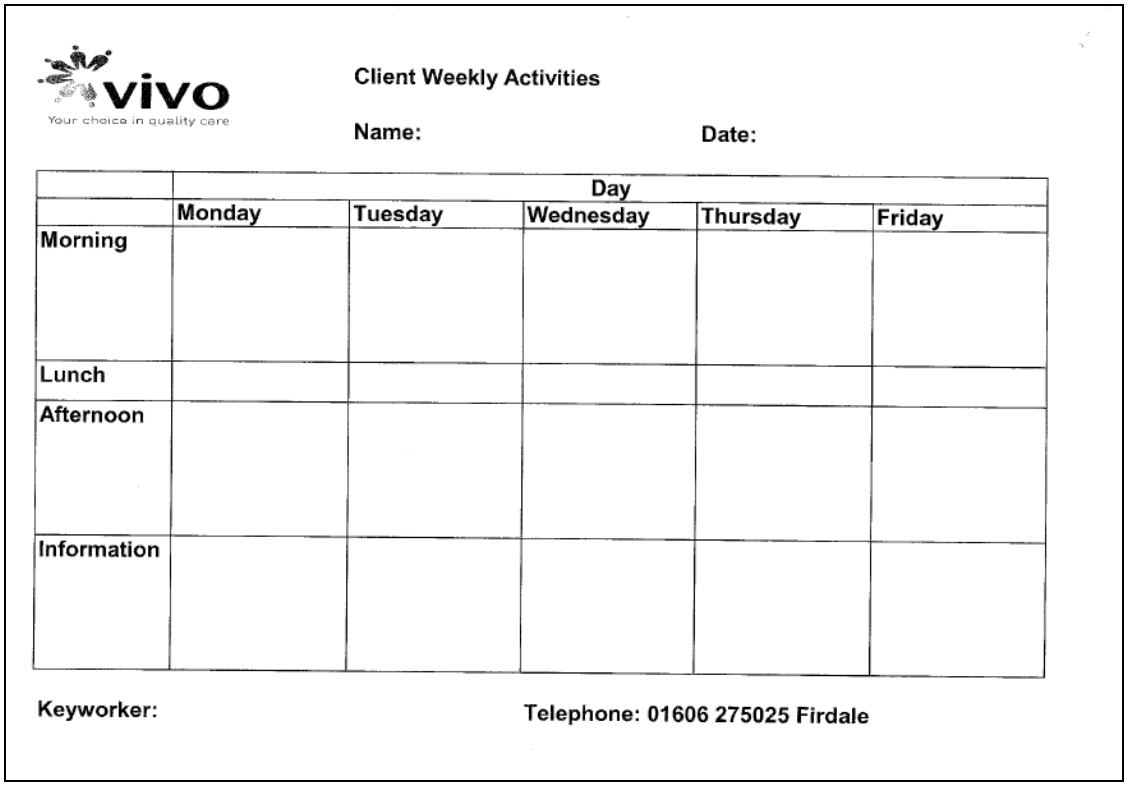
It was a pleasure showing Healthwatch around our building and talking about what we offer. We are very proud of the service we provide and work hard to meet people's needs and choices.
Thank you for your constructive feedback.
FIONA GIBSON – SERVICE SUPERVISOR 09/06/17

Appendix items

Simple choices form



Blank timetable for activity



vivo
Your choice in quality care

Client Weekly Activities

Name: **Date:**

	Day				
	Monday	**Tuesday**	**Wednesday**	**Thursday**	**Friday**
Morning					
Lunch					
Afternoon					
Information					

Keyworker: **Telephone: 01606 275025 Firdale**

Please note that this report only relates to findings we observe on the specific date of our visit. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time.